

# Impact of Hurricane Katrina on the 9-1-1 System in St. Tammany Parish, LA and mitigation for future events

## Hurricane Impact

- Destruction of Telephone Network Infrastructure
  - Thousands of miles of cable in the parish
  - Loss of all three fiber links to the Tandem
- Central Office Isolation due to loss of Network
  - Unable to reach tandem
  - Unable to call or transfer to other COs
- Failure of ability to place and receive 9-1-1 calls
- Delay in implementation of CO Isolation procedures
- Loss of Slidell Central Office (2 to 3 weeks)
- Eventual loss of Franklin Tandem in New Orleans
  - Inability of BellSouth to support Tandem in flooded conditions
  - Lack of mirrored or redundant tandem
  - Inability to use Carrollton Tandem due to ESN duplication
- Sporadic and erratic re-routing of wireless 9-1-1 calls
- Loss of high speed internet and VoIP service

## Mitigation for coming hurricane season

- Preplanning for implementation of Central Office Isolation procedures
- Coordination with wireless carriers for default routing
  - Prior implementation of TSP, WPS, and GETS
- Replacement of the 9-1-1 equipment with IP based equipment (contract awarded)
  - Three-controllers, each capable of servicing the entire Parish
  - Implementation of a private network
    - Net VPN, or
    - Frame Relay, or
    - Dedicated Private Network (to be determined)
  - Interconnection of PSAPs independent of the 9-1-1 tandem
    - Net VPN restored faster than the tandem network
    - Ability to transfer 10-digit traffic in CO Isolation conditions
    - Ability to transfer data as well as voice
  - Prepared for NG 9-1-1 as implementation becomes available
  - Prepared for VoIP calls as IP routing becomes available
  - Prepared for IP based features of wireless (photo and video) as available